



# Bias Incident Response Protocol

Northeastern University values diversity, inclusion, and an environment free from discriminatory conduct. The University is committed to providing a safe, respectful, educational and work environment that is free of harassment and intimidation.

The Bias Incident Response Protocol offers an effective and efficient process for individuals and/or groups to report bias incidents and /or hate crimes. It also outlines University procedures that will be instituted to respond to such acts. The protocol should be implemented whenever a bias incident or hate crime is perceived or suspected to have occurred on Northeastern University's campus and/or in our educational programs. Implementation of the protocol may serve as a mechanism to monitor the campus climate and possibly deter acts of bias and hate.

## Definitions

**Bias Incident:** Any conduct, or communication motivated by hatred or prejudice that demeans, degrades, or harasses an individual or group based upon membership in a protected category as recognized by law or Northeastern University policy including race, color, religion, religious creed, genetics, sex, gender identity, sexual orientation, age, national origin, ancestry, veteran, or disability status.

Examples include acts of vandalism, writing on a white board or walls; targeting a group or individual, in person or electronically, with hateful conduct; or other harassment that interferes with a person's educational experience or employment, etc.

**Hate Crime:** Criminal conduct motivated by hatred, bias, or prejudice, based on actual or perceived protected class status as defined by **relevant state and federal laws** including, race, color, religion, religious creed, gender, sexual orientation, national origin, ancestry, veteran, or disability status.

Examples include verbal threats of violence, physical attacks, property damage, etc., against a protected class of people.

**Massachusetts State law:** Chapter 22C states in relevant part that it is illegal to commit a crime against one's person or property with the intent to intimidate such person because of such person's race, color, religion, national origin, sexual orientation, or disability.

**The Northeastern Code of Conduct** states in relevant part that intimidation, coercion, or unfair treatment on the basis of race, color, religion, national origin, age, gender, sexual orientation, disability, or veteran status carries a sanction up to and including separation from the University.

**Target Person(s):** Individuals or groups who believe or perceive that they have been the victim of a bias incident and/or hate crime based on protected class status as defined by state and federal laws, including race, color, religion, religious creed, genetics, sex, gender identity, sexual orientation, age, national origin, ancestry, veteran, or disability status. Any individual or group can be targeted.

If you are currently in need of medical, police, psychological or emergency services immediately call 3333 on campus or police, fire, or ambulance at 617-373-3333.

# Procedure

## **Step One: Communication and Privacy**

**Communication:** Targeted person (s) or witness(es) should immediately document the alleged bias incident and report the incident to Northeastern University Police Department and /or the Office of Institutional Diversity and Inclusion. Do not remove, alter, or tamper with physical evidence. Any individual with information regarding a potential hate crime or bias incident is strongly encouraged to promptly report that information to a Northeastern University official. Upon receipt of such reports, the University will assess the reports, investigate, and/or refer the matter to the relevant office for appropriate action.

**Content of Report:** All reports should include the following information or as much detail as possible.

1. Detailed account of the incident, including date, time, and location.
2. Name and contact information for each person involved including witnesses.
3. Description of what you observed and what was said to the best of your recollection, including any specific language or terms that were used.
4. Name of alleged perpetrator(s) or a detailed description of the individual(s) involved.
5. Other pertinent information that may assist Northeastern University in responding to the incident.

**Confidentiality:** All reasonable efforts will be made to protect the confidentiality of individuals targeted and to maintain the confidentiality requested by the reporting party.

Campus community members may file reports (available as a **PDF** on University websites):  
Office of Institutional Diversity and Inclusion, [http://www.northeastern.edu/diversity/pdfs/Bias\\_Incident\\_Form\\_2.pdf](http://www.northeastern.edu/diversity/pdfs/Bias_Incident_Form_2.pdf) or  
Public Safety, <http://www.northeastern.edu/publicsafety/quicklinks>

## **Step Two:**

Upon receipt of such reports, the University will assess the reports, investigate, and/or refer the matter to the relevant office for appropriate action. Northeastern University official(s) should take reasonable steps to address the safety and security concerns of those involved. For example, the targeted individual(s) or witness(es) may be offered relocation if they live in University housing.

## **Step Three:**

In consultation with the appropriate University officials, the Office of Institutional Diversity and Inclusion, Student Affairs and Public Safety will consider the concerns of the target(s) and/or witnesses and assess the need for emergency services, which may include medical and other referrals.

## **Step Four:**

In consultation with the appropriate Northeastern University officials, the Office of Institutional Diversity and Inclusion, Student Affairs and Public Safety will take appropriate measures to address the bias and /or hate incident in a timely manner. Such measures include, but are not limited to the following:

1. Make a record of the incident
2. Pursue disciplinary action
3. Offer mediation
4. Provide education and programming
5. Report to appropriate internal departments and outside agencies

# Levels of Hate Crimes

The University takes seriously all acts of bias and/or hate of which it becomes aware. To that end, the University will respond appropriately by supporting the target(s) of such acts, conducting an investigation, taking appropriate action against the person(s) found to be responsible, advising the University community of the occurrence and resolution on an as-needed basis, and implementing programs that educate against, prevent, and eliminate acts of bias and hate.

In all instances where bias incidents or hate crimes are alleged, the totality of the circumstances will be evaluated, considering among other things the nature, severity, and duration of the acts, understanding that the facts may determine different outcomes. Generally the following may apply:

### Level I

Physical assault, stalking, or ongoing harassing behavior

**Response:** Meet with person(s) impacted, document, investigate, and identify alleged perpetrator(s); meet with alleged offender, inform relevant University officials, and report to OSCCR or public safety, and appropriate local, state, or federal officials.

### Level II

Destruction of property directed towards a person or group where offenders' identity can be determined. Verbal harassment based on the protected class status of an individual or a group.

**Response:** Meet with person(s) impacted, document, investigate, and identify alleged perpetrator(s); meet with alleged offender, inform relevant University officials, and report to OSCCR and/or public safety.

### Level III

Offensive writings, i.e., white board, bathroom, elevator, and wall, not directed towards a particular individual; where alleged perpetrator is not identified. In the event the alleged perpetrator later is identified, such incidents may be addressed consistent with Level II or Level I responses, depending upon the facts and circumstances.

**Response:** Meet with person(s) impacted; document, photograph, and clean graffiti.

## Resources

### Office

Office of Institutional Diversity and Inclusion  
Mary Ann Phillips, Compliance Officer  
[www.northeastern.edu/diversity](http://www.northeastern.edu/diversity)  
[m.phillips@neu.edu](mailto:m.phillips@neu.edu)

NU Public Safety  
Lt. Det. James Casinelli  
[www.northeastern.edu/publicsafety](http://www.northeastern.edu/publicsafety)  
[j.casinelli@neu.edu](mailto:j.casinelli@neu.edu)

University Health and Counseling Services  
Madeleine Estabrook, Associate Vice  
President for Student Affairs  
[www.northeastern.edu/uhrs](http://www.northeastern.edu/uhrs)  
[m.estabrook@neu.edu](mailto:m.estabrook@neu.edu)

Asian American Center  
Delia C. Hom, Director  
[www.northeastern.edu/aac](http://www.northeastern.edu/aac)  
[d.hom@neu.edu](mailto:d.hom@neu.edu)

Disability Resource Center  
Janet Anderson, Associate Director  
[www.northeastern.edu/drc](http://www.northeastern.edu/drc)  
[j.anderson@neu.edu](mailto:j.anderson@neu.edu)

John D. O'Bryant African-American Institute  
Richard O'Bryant, Director  
[www.northeastern.edu/aai](http://www.northeastern.edu/aai)  
[r.o'bryant@neu.edu](mailto:r.o'bryant@neu.edu)

### Contact Information

125 Richards Hall; 617-373-2133

100 Columbus Place; 617-373-2696  
Non-emergency: 617-373-2121  
Emergency: 617-373-3333

135 Forsyth Building; 617-373-2772

109 Hemenway Street; 617-373-8852

20 Dodge Hall; 617-373-2675

West Village F; 617-373-3143

## Resources (continued)

Latino/a Student Cultural Center Rosa R. Williams, Director <a href="http://www.northeastern.edu/latino">www.northeastern.edu/latino</a> <a href="mailto:ros.williams@neu.edu">ros.williams@neu.edu</a>	104 Forsyth Street; 617-373-5845
Office of the Provost Mary Loeffelholz Vice Provost for Academic Affairs <a href="http://www.northeastern.edu/provost/about/staff/acadaffairs.html">www.northeastern.edu / provost/about/staff/acadaffairs.html</a> <a href="mailto:m.loeffelholz@neu.edu">m.loeffelholz@neu.edu</a>	110 Churchill Hall, 617-373-6060
Bruce Ronkin Vice Provost for Undergraduate Education and <a href="http://www.northeastern.edu/provost/about/staff/undergraduate.html">www.northeastern.edu / provost/about/staff/undergraduate.html</a> <a href="mailto:b.ronkin@neu.edu">b.ronkin@neu.edu</a>	110 Churchill Hall; 617-373-2518
Office of Student Conduct and Conflict Resolution Mary Wegmann, Director <a href="http://www.northeastern.edu/osccr">www.northeastern.edu/osccr</a> <a href="mailto:m.wegmann@neu.edu">m.wegmann@neu.edu</a>	204 Ell Hall; 617-373-4390
Office of the Vice President for Student Affairs Laura A. Wankel, Vice President <a href="mailto:l.wankel@neu.edu">l.wankel@neu.edu</a>	104 Ell Hall; 617-373-5434
David Winch, Director, Student Support <a href="http://www.northeastern.edu/WeCare">www.northeastern.edu/WeCare</a> <a href="mailto:we_care@neu.edu">we_care@neu.edu</a>	
Residential Life Robert Jose, Associate Dean Cultural & Residential Life <a href="http://www.northeastern.edu/reslife">www.northeastern.edu/reslife</a> <a href="mailto:r.jose@neu.edu">r.jose@neu.edu</a> <i>Please contact the staff member assigned to your residence hall.</i>	6 Speare Hall; 617-373-5877
Center for Spirituality, Dialog and Service Alex Levering Kern, Executive Director <a href="http://www.northeastern.edu/spirituallife">www.northeastern.edu/spirituallife</a> <a href="mailto:a.kern@neu.edu">a.kern@neu.edu</a>	203 Ell Hall; 617-373-2728
International Student & Scholar Institute <a href="http://www.northeastern.edu/issi">www.northeastern.edu/issi</a>	405 Ell Hall; 617-373-2310
Human Resources Management Cheryl Whitfield, Assistant Vice President & Talent Management and Organization <a href="http://www.northeastern.edu/hrm">www.northeastern.edu/hrm</a> <a href="mailto:c.whitfield@neu.edu">c.whitfield@neu.edu</a>	250 Columbus Place; 617-373-2230
General Counsel Lisa Sinclair, Assistant Vice President & Deputy General Counsel <a href="http://www.northeastern.edu/legal">www.northeastern.edu/legal</a> <a href="mailto:l.sinclair@neu.edu">l.sinclair@neu.edu</a>	378 Columbus Place; 617-373-2157